

**N.C. Division of Aging and Adult Services, Administrative Letter No. 07- 09**  
**Adult Services Section**

**Date:**                   **June 6, 2007**

**Subject:**             **SA In-Home Slot Utilization Monthly Report**

**Distribution:**       **County Directors**  
                          **Special Assistance Supervisors**  
                          **Adult Services Supervisors**

**Effective Date:**    **June 1, 2007**

Periodically the Division of Aging and Adult Services (DAAS) reviews Special Assistance In-Home (SA/IH) slot utilization by participating counties. These reviews provide critical information serving two purposes. One is to provide program data as needed to the General Assembly. Another very important purpose for reviewing slot utilization is to insure that available SA/IH slots that have remained vacant over a period of time are re-allocated in an equitable manner to those counties who need and desire to receive more slots. The Division takes into consideration all factors that determine how and when SA/IH slots are filled in individual counties.

In the past, this process has required extensive one-on-one discussions with the county departments of social services (DSS) Services and Eligibility staff. In order to collect SA/IH slot utilization data on a regular basis, and to streamline the process of collecting the data, we have developed the SA/IH Slot Utilization Monthly Report. This report is an Excel workbook that will be used by the SA/IH counties as a monthly reporting tool. It was tested in May by 14 county DSSs that have provided feedback to enable us to design the tool to be as user friendly as possible, while meeting the program data collection needs of the Division.

**I.       SA/IH Slot Utilization Monthly Report**

Attached is an Excel Workbook with three worksheets. The first worksheet is labeled "Instructions", and contains much of the same information as provided in this letter. The second is labeled "SA/IH Slot Utilization Monthly Report" and the third is labeled "SA/IH Termination/Denial Report". Please complete each worksheet for SA/IH pending, terminated, or denied cases for the effective dates through the end of each month, filling in all appropriate data.

*Note:* A case should only appear in one worksheet and for one reason only. Each case on this report should be pending, terminated, or denied effective during the report month.

**A.       SA/IH Slot Utilization Monthly Report Worksheet**

Each county DSS should complete the data at the top of the "SA/IH Utilization Monthly Report" worksheet. These include "DSS", "End of Month Date", "SA-IH slot allocation to this county DSS for this report month", "Number of clients on SA-IH waiting list at the end of this report month", and "Number of Vacant (unassigned) slots at the end of this report month".

Pending cases only will be entered on this first worksheet of the report ("SA/IH Slot Utilization Report"). Two columns have drop-down lists. The first drop-down list is for "Program Category" and the second is for "Reason Slot (Case) is Pending". If the SA/IH case is pending for any reason enter the case information on this worksheet.

The comments column is available for use when an explanation or further information not addressed in other categories of this report is needed. When choosing "other" for any drop-down list, use the "comments" column to explain.

B. SA/IH Termination/Denial Worksheet

When an SA/IH case terminates or has been denied during the report month enter the case information on this worksheet. There is a drop-down list for each of the following columns: "Program Category", "Reason for Case Termination", and "Reason for Case Denial". Choose from either the "Reason for Case Termination" or the "Reason for Case Denial", but not from both. When choosing "other" for any drop-down list, use the "comments" column to explain.

## II. Reporting Supervisor

SA/IH policy allows individual county DSSs to choose whether Services or Eligibility manages in-house tracking and assignment of SA/IH slots. Each county has implemented a system that meets its needs. Therefore we have provided a place for the name of either the Eligibility or the Services Supervisor to confirm that he/she has reviewed the information provided in this report prior to emailing it to the Division.

## III. Saving and Submitting the Report

The report form in Excel is included as a second attachment in the same email as this administrative letter. The report will also be made available in the DAAS online manual website. County DSS staff should complete the report each month and email to the Division.

A. Saving the Report

"Save As" in the following format, "**County Name SAIH Slot mm-yy**". For example, the document for Forsyth County DSS for the report month of May should be saved as "Forsyth SAIH Slot 05-07".

B. Emailing the Report

Email the report to the Division of Aging and Adult Services to Monica Nealous at [Monica.Nealous@ncmail.net](mailto:Monica.Nealous@ncmail.net).

Always use the following subject header in the email: **“SA/IH Slot Utilization Report”**. This will insure that we are able to find the reports when searching the email inbox. The report is due by the 10th of the following month after the report month. If the 10th of the following month falls on a weekend, or holiday, the report is due the next business day.

Please note, because you are receiving this letter in early June, the due date for this first report is June 18. This change is only for June. Please submit all subsequent reports according the timeframe outlined above.

If you have any questions regarding this information, please contact your Adult Programs Representative, or either Brenda Porter, SA Program Coordinator, or Chris Urso, SA Program Administrator, at (919) 733-3818.

Sincerely,

A handwritten signature in black ink that reads "Dennis W. Streets". The signature is written in a cursive, flowing style.

Dennis W. Streets  
Director

DWS/bp

Attachment